



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

ORIGINAL

In re application of:

WILLIAM T. ROWSE et al.

Group Art Unit:3629

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

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For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket No.: FMC 1185 PUS / 81050169

**INFORMATION DISCLOSURE STATEMENT AND  
CERTIFICATION UNDER 37 C.F.R. § 1.97(d) AND (e)**

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Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and §§ 1.97-1.98, the references listed and identified on the attached Form PTO/SB08A are being submitted herewith for consideration by the Examiner. This Statement is being filed in accordance with 37 C.F.R. § 1.97(d), i.e., either after the mailing date of a final rejection, or a notice of allowance, but before payment of the issue fee.

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**CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop [AF or Issue Fee], Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450.

2/9/05  
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ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /JO/

Each item of information contained in this Statement was first cited in any communication from a foreign patent office in a counterpart foreign application (copy of communication enclosed) not more than three months prior to the filing of this Statement.

The fee of \$180.00 pursuant to the provisions of 37 C.F.R. § 1.17(p), as well as any additional fee or credit of any overpayment in connection with this filing, should be charged to 06-1510 (Ford Global Technologies, Inc.). A duplicate of this paper is enclosed for that purpose.

No copies of the listed U.S. patent references or the listed U.S. patent application publication references have been included herewith pursuant to 37 C.F.R. § 1.98(a)(2). All other references have been provided as required. Consideration and entry into the record of the listed references is respectfully requested.

Respectfully submitted,

**WILLIAM T. ROWSE et al.**

By: 

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Date: February 9, 2005

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<sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.